



City Of Columbus
Job Description

Department: Computer Technology
Title: Assistant Manager IT
FLSA: Exempt
Supervised By: Manager of Information Services
Supervises: Network Technician
Salary Range: \$39,287 to \$56,124

General Description:

- Under the direction of the IT manager, this position provides liaison and technical assistance to system users for computer and server related problems; consult with department representatives to determine hardware/software requirements and develops specifications, sets up, configures and provides support for desktop computer equipment including hardware, software, and peripheral equipment. Upgrades existing hardware and software and provides technical assistance in support of networked systems. Install and maintain office related equipment. Assist the IT manager when necessary

Responsibilities:

- Perform a variety of duties in the installation, testing, configuration and troubleshooting of hardware and software applications and office equipment
- Monitor and maintain virtual server and thin client environment with VMware and FalconStor backup software.
- Upgrade servers and retire outdated servers. Monitor CPU and drive space usage.
- Monitor and troubleshoot Phone System issues, PC's and laptops with hardware, software, network and virus issues.
- Work with Logicalis as the on-site technician to maintain & resolve wired and wireless networking, switch, VPN, access point issues, and resolve issues with Cisco VOiP Phone System.
- Report and coordinate repairs/changes of any fiber network issues with Smithville digital.
- Report PRI issues with Earthlink.
- Monitor computer systems, phone system, networks, and applications for response time, problem prevention, performance and resource utilization.
- Provide assistance in setup of phones and voicemail boxes for new users.
- Install and troubleshoot various makes of printers, scanners, fax machines and MFP's
- Support and maintain cell phones by performing initial setup and ordering upgrades or damage replacement.

- Monitor Email Filter. Create and modify Rules in Email Filter server.
- Conduct system and database back-ups as necessary; file digital back-ups and maintain a library.
- Monitor hourly update imports to the Anti-Virus server
 - Perform duties of IT Manager in his absence.
 - Perform other related duties as required.

Job Qualifications:

- College degree preferred, and may substitute with commensurate experience of information systems and programming. Additional education, certification or training in an appropriate discipline may be substituted for up to one year of the work experience.
- Ability to analyze, define problems and resolve issues with effective solutions.
- Communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective relationship with co-workers and with other departments' personnel.

Working Conditions:

- Ordinary office working conditions.

This description is intended to describe the type and level of work being performed by the person assigned to this job. It is not an exhaustive list of all duties and responsibilities required by a person.

DATE ADOPTED: August, 2013

REVIEWED AND APPROVED: August, 2013

FORMATTED: August, 2013